

Environmental Services Department

People
Plan
Processes
Results

INNOVATION in Recycling Processes



Our Plan



Executing our Strategic Plan

Innovating to Deliver EXCEPTIONAL Services

Strategic Goal 8

**Nurture and Promote a Healthy, Sustainable
Community**

**8.6 Provide long-term, cost effective, sustainable regional solid waste
solutions**

PERFORMANCE

RESULTS

\$2,217,154

Potential
Cost
Avoidance

Improving recycling services through innovation

Achieved through OUR

PEOPLE

Leadership, Workforce, Customers

PLAN

Our Mission, Vision, Values

Executing our Organizational Strategic Plan

PROCESSES

Operations, Data Analysis, Process Improvement

Before integrating People, Plan, and Processes



Snapshot of services:

- ***Launched 2007***
- ***Serves approximately 185,000 households***
- ***Weekly service***

Performance impacted by:

- **Lack of alignment to Strategic Plan**
- **No measurement of service delivery effectiveness**
- **Lack of collection data**
- **Contamination of materials**

Our Processes

Executing our Process Improvement System – Data Analysis

Snapshot of Data Analysis (per driver):

- ***1,500 scheduled stops***
- ***LESS than 750 bins collected per route***
- ***47% set-out rate***
- ***28% contamination rate***
- ***72% are less than ¼ full***

Impacting Service:

- **18 drivers short for daily rollout**
- **Inconsistent collection times**
- **Bins staying out late into the evening**

Our People = RESULTS

A Highly Engaged Workforce – Developing Data Driven Solutions

Exercising Fiscal Discipline

- Shift recycling collections to a bi-weekly schedule
- Introduce Opt-In Program
- Implementation March 2020

Customer Service Improvement

- Consistent on-time collections
- Decreased operational costs for recycling collections
- Reduced wear and tear on streets

PERFORMANCE

RESULTS \$2,217,154

Potential Cost Avoidance

Savings to expand and enhance Citizen Collections Station services while sustaining current solid waste rate

Delivering Innovation

OUR People

- Leadership
- Workforce
- Customers

OUR Plan

- Our Mission, Vision, Values
- Executing our Organizational Strategic Plan

OUR Processes

Process Improvement System

- Cross-functional Teams
- Process Analysis
- Data Analysis
- ID Opportunities for Improvement
- Develop Solutions
- ID new measures/KPIs (Customer, Organizational, Operational)
- Run Pilot

Performance Results

Results

- Delivering Exceptional Services
- Lean Processes
- Cost Avoidance & Savings
- Innovation

\$2.2M

Improved Customer Service



Opt-In Program



- Only applies to residents who are requesting new services, renewals, blue bin delivery, replacements, and/or re-certifications for senior discounts and waiver service; other customers are grandfathered-in.
- Opt-In will allow us to educate our citizens by empowering them with recycling knowledge and tools
- Only when a citizen opts-in to our recycling program will they receive a blue bin from ESD
- Opt-In program should reduce recycling contamination levels and help off-set costs to Materials Recovery Facility

Outreach for Recycling Service Improvements

- Mailers with calendars detailing new schedule that can be posted inside the home
- Digital presence on website, mobile application providing easy access to collection schedule
- Mobile app notification to customers utilizing the app
- Outreach via local media
- Email blasts to Neighborhood Associations, city employees and other groups
- Signage on Sun Metro shelters and inside buses
- Outreach at city facilities via digital signage and City TV



Thank you!

Any questions?